

THE THINKING SCHOOLS ACADEMY TRUST

Position:	IT Graduate Development Engineer
Grade:	D
Employed for:	Full time — Flexible working, times as agreed
Responsible to:	Head of IT and Capital Strategy
Responsible for:	None

1. Purpose

- 1.1. To assist with the development and delivery of all ICT services for the benefit of teaching, learning, administration and management within The Thinking Schools Academy Trust, any subsidiaries, and partners.
- 1.2. To assist with the delivery and implementation of ICT projects across the Trust including the use of Agile, PRINCE and IT Infrastructure Library (ITIL) Service Delivery Management.
- 1.3. To assist with the development and maintenance of online systems and applications.
- 1.4. To prepare and co-ordinate documentation and reports for the department, and our customers, and to attend meetings as required.
- 1.5. To ensure the solutions delivered provide value for money and the ICT Services are cost effective
- 1.6. To manage third party contracts and relationships.
- 1.7. To develop and deliver support procedures and practices and training programs for use within The Thinking Schools Academy Trust and its academies and partners.
- 1.8. To ensure the solutions delivered provide value for money and the ICT Services are cost effective.
- 1.9. To assist with the management of third-party contracts and relationships.

2. Job Description

Development and Maintenance

- 2.1. To collect and analyse customer requirements and prepare reports and solution recommendations where appropriate.
- 2.2. To develop and document feasibilities, technical requirements and specifications for projects undertaken or supported by the department, using appropriate methodologies within The Thinking Schools Academy Trust, any subsidiaries, and partners.
- 2.3. To assist with ensuring that projects are resourced and implemented correctly, within budgetary and time constraints.
- 2.4. To develop and maintain adequate risk assessments for ICT projects including the production of both user and technical, project documentation.
- 2.5. To assist with monitoring, preparation and implementation of operating procedures and standards including recommending improvements and efficiencies for the delivery of ICT services within The Thinking Schools Academy Trust, any subsidiaries, and partners.
- 2.6. To maintain and create web services using appropriate technologies including using HTML, JavaScript and CSS as a minimum, but be able to adapt to new languages as required.

- 2.7. To develop, and maintain systems and applications, ensuring that all development is performed accordance best development practices, complies with relevant legislation, is licensed and secure, and uses source code version control, where applicable.
- 2.8. To work with the IT staff to assist with software and hardware installations and configuration on both complex and non-complex systems, using the agreed tools and processes.
- 2.9. To work with IT staff to ensure ICT services are managed to the agreed service levels, including the monitoring of third-party service level agreements, and ensuring any changes minimise disruption to learning environments and other operations during periods of change.
- 2.10. To manage and update risk assessments, business continuity and disaster recovery policies and procedures, ensuring IT data and services are secure and effectively backed up, including adequate testing of the procedures.

Service Management

- 2.11. To ensure that service requests for the centralised IT systems and services are responded to promptly in line with all Service Level Agreements, balancing response to service requests with the need to follow planned monitoring and maintenance, in the context of staff availability and wider operations demands for IT.
- 2.12. To ensure that accurate records of IT maintenance and support requests, and the associated outcomes or resolutions, are created and maintained.
- 2.13. To monitor IT maintenance and support requests to identify patterns/problems enabling proactive interventions, and a knowledge base of frequent resolutions is developed.
- 2.14. To work flexibly to ensure that IT systems and services are developed and maintained based on the agreed service levels, including work that cannot be performed during normal working hours.
- 2.15. To produce training guides and documentation to support the development of the IT teams to ensure that they have the appropriate knowledge and range of skills to support the ICT solution now and in the future.
- 2.16. To keep up to date with the latest techniques and technologies and present these at regular team meetings
- 2.17. To provide support to, and deputise for, as requested and required, hub-based Service Delivery team members across the Trust to ensure that all service levels can be adhered to at any time.

Asset Management

- 2.18. To maintain the continual updating, and monitoring of records for all IT assets, ensuring assets are accurately recorded in a centralised register, including the scope and distribution of software licenses and to forecast the replacement of those assets according to an agreed life cycle.
- 2.19. To maintain documentation, both user and technical, in line with industry documentation standards for all centralised IT systems and services, including the documentation of system configurations.
- 2.20. To assist with the maintenance and implementation of adequate security, authentication and access policies and procedures for the central IT system and services, including the testing and monitoring of system and data access ensuring that all legal requirements are adhered to.

Procurement

- 2.21. To assist with the procurement of hardware, software licensing and maintenance contracts for centralised IT systems and services and ensure that any third-party service providers are effectively managed.
- 2.22. To ensure that all IT purchasing is undertaken within Trust procurement policies, reviewing existing purchasing and contracts, ensuring that procurements represent value for money.

2.23. To ensure that all legal requirements linked to procurement are adhered to.

Additional Responsibilities

2.24. To undertake the role in a Trusted, Solution Focused, Approachable, and Timely manner to meet the delivery objectives of the department and wider Academy Trust.

2.25. To actively promote the Trusts Equal Opportunities Policy and observe the standard of conduct which prevents discrimination taking place.

2.26. Create, maintain and develop positive and effective working relationships both with and between pupils, colleagues, parents and carers, governors, Trust members and other stakeholders.

2.27. To fully comply with the Health and Safety at Work Act 1974, the Trust and School's Health and Safety Policy and all locally agreed safe methods of work.

2.28. To fully comply with the General Data Protection Regulations 2018 and the Data Protection Act 2018.

2.29. To maintain strict confidentiality both inside and outside the workplace, ensuring that all communication is clear and professional and complies with Trust policies.

The duties and responsibilities in this job description are not restrictive and the post-holder may be required to undertake any other duties that may be required from time to time. Any such duties should not however substantially change the general character of the post.

Generic Duties relevant to all members of staff

The Trust

The ethos of the Trust is included within the strapline “Transforming Life Chances”. All staff are expected to be committed to this aim in everything they do.

It is expected that all staff work collaboratively as members of the Trust to share good practice, resources and ideas and realise the Trust’s visions and aims. All staff should act with professional integrity at all times, following the “Code of Conduct”.

As a member of the Trust your role will be based at Goodwin Academy. However, you may be asked to work at any of the other academies within the Trust or partner schools and you should expect to travel between sites as required.

Teaching and Learning

This is our core business and therefore it is an absolute priority. You are expected to support all teaching staff, irrespective of seniority, to ensure they concentrate on the core business. This may mean undertaking tasks outside of your area of responsibility where required.

ICT

It is expected that all teaching and support staff follow the ICT Vision of the Trust.

All staff will be expected to utilise ICT and to improve communication and reduce paper use. Security procedures must be followed when using ICT systems.

All staff are expected to follow (and ensure students follow) the procedures as laid out in the Trust’s Acceptable Use Policy. Staff are also expected to ensure that they follow Trust policies with regard to professional conduct when using ICT systems or Trust ICT equipment.

Health and Safety

Employees are required to work in compliance with the Academy’s Health & Safety Policies and under the Health and Safety At Work Act 1974 (as amended), ensuring the safety of all parties they come into contact with, such as members of the public, in premises or sites controlled by the Trust.

In order to ensure compliance, procedures should be observed at all times under the provision of safe systems of work through safe and health environments, including information, training and supervision necessary to accomplish those goals.

Safeguarding

The Thinking Schools Academy Trust is committed to safeguarding and promoting the welfare of children and young people and all staff must ensure that the highest priority is given to following the guidance and regulations to safeguard children and young people. All staff are to have due regard for safeguarding and promoting the welfare of children and young people and to follow the child protection procedures adopted by the Thinking Schools Academy Trust. Any safeguarding or child protection issues **must** be acted upon immediately by informing the Designated Child Protection Officer.

Data Protection

The Thinking Schools Academy Trust takes the responsibility of protecting and securing the data of Pupils, Staff, Parents and all associated individuals very seriously. The Trust requires all staff to complete data protection training and to adhere to its Data protection policies and procedures. All staff must ensure that if they suspect a data breach they must inform the Trust Data Protection officer immediately.

This job description forms part of the contract of employment of the person appointed to the post. The duties, responsibilities and accountabilities highlighted in this job description are indicative and may vary over time at the discretion of the Trust and the Principal. This job description will be reviewed annually and is an integral part of the Appraisal and line management process.

3. Personal Specification

E = Essential / D = Desirable

3.1. Experience / Knowledge

Experience of Microsoft client operating systems and applications (i.e. Windows 7/8/10, Office 2013/2016).	D
Experience of server virtualisation (i.e. VMware inc. vCentre).	D
Experience of Microsoft Windows server operating systems (i.e. Windows Server 2008/2012/2016).	D
Experience of Microsoft messaging & collaboration (i.e. MS Exchange, MS Lync/Skype for Business).	D
Experience of Microsoft database engines (i.e. MS SQL).	D
Experience of server roles and services (i.e. AD, DNS, DHCP, NAP, RADIUS, GPO, DFS, IIS).	D
Experience of Apple operating systems (i.e. IOS 10+, MacOS 10.10+).	D
Experience of/familiarity with operating system scripting (i.e. PowerShell, VBS, BAT, BASH, Python).	D
Experience of HP and Cisco fixed network infrastructures (i.e. Switches).	D
Experience of managed wireless networks (i.e. Ruckus, HPE/Aruba, Cisco and Juniper).	D
Experience of managing team members undertaking all line management responsibilities, and creating a positive team based working environment.	D
Experience of managing third-party support contracts (i.e. software, tools, servers, storage, gateways, firewalls).	D
Experience of RM Community Connect 4 (CC4).	D
Experience of designing and maintaining systems and services across multiple geographic locations.	D
Experience of Smoothwall and Cisco fixed network infrastructures (i.e. Firewalls, Routers).	D
Experience of Configuring and maintaining cloud-based services and integrations (i.e. Office365).	D
Experience of telephony solutions including VOIP (i.e. Panasonic, Avaya).	D
Experience of Service Request (Helpdesk) Management systems (i.e. TopDesk, SysAid).	D
Experience of Linux OS (i.e. Debian, Ubuntu, Mint).	D
Experience of Content/Management Information Systems (i.e. SIMS, WordPress, Moodle).	D
Experience of Integrated Identification Systems (i.e. biometric print management, cashless catering).	D
Experience of classroom A/V and recording equipment (i.e. interactive projection, classroom video recording).	D
Familiarity of working in an educational context.	D

3.2. Skills / Abilities

Ability to develop, maintain, and review ICT services and systems to ensure that they are secure, reliable, performant, and suitable for use, including the maintenance and storage of asset and configuration data.	D
Ability of use knowledge of change and project management skills and techniques to assist with the implementation and management of large projects within the Trust.	D
Ability to create and maintain records for the planning and reporting of financial transactions related to ICT within Trust and Trust partner's budgets, as appropriate.	D
Ability to create and maintain records for maintenance and support requests, and the associated resolutions to identify common issues or trends within ICT to minimise the reoccurrence of issues, through training and/or preventative maintenance.	D
Ability to create and maintain a risk register to manage and mitigate risks associated with ICT across the Trust, including the upkeep of maintenance/development plans, data/configuration backup, virus protection and security procedures.	D
Ability to monitor and manage ICT key performance indicators, both for internal service level agreements and externally, through service level agreements with suppliers.	D
Ability to manage and develop relationships with existing and new suppliers, including contributing to the negotiations for large procurements and contracts.	E
Ability to use knowledge of relevant legislation including Computer Misuse, Acceptable Use Policies, Data Protection and Child Protection to monitor the use of ICT systems and develop or improve existing processes.	E
Ability to create both technical and non-technical documentation using a range of software and tools, including, word-processing, spreadsheets, and presentation applications.	E

3.3. Qualifications / Training

RM Certified Network Management.	D
Cisco Certification (CCNA and/or CCIE).	D
Citrix Certification (CCA XenDesktop/XenApp).	D
Degree educated (2.1 or higher) or equivalent.	E
Microsoft Certification (MCSE, MCSA, or MCITP).	D
VMware Certification (VCA/VCP).	D
ITIL Service Delivery Certification.	D

3.4. Additional Attributes

Ability to work under pressure to meet deadlines.	E
Excellent organisational and time management skills with the ability to use initiative and prioritise a wide-ranging workload with competing demands.	E
Excellent interpersonal skills – establishing relationships and maintaining contacts with people from a variety of backgrounds.	E
Ability to communicate effectively with patience and politeness with all contacts, from students to senior management, whether verbally or in writing.	E
Ability to work with and assist, both remotely, and if required in person (through travelling), all academies and partners within The Thinking Schools Academy Trust.	E
Self-motivated, proactive team player.	E
Full UK Driving License, with access to own transportation.	E
High level of accuracy and attention to detail.	E
A commitment to customer service.	E
A commitment to equality and diversity.	E

The job description will be reviewed at the end of the academic year or earlier if necessary. In addition, it may be amended at any time after consultation with you.

Two copies of this job description should be signed, the post holder retaining one and the HR department the other.

Signed :Date:.....